

Fiscal Year 2014
Annual Report of the
Federal Library and Information Network
FEDLINK

Kathryn Mendenhall, Interim Executive Director

Executive Summary

During fiscal year 2014, the Federal Library and Information Network (FEDLINK) continued its mission to achieve better utilization of federal library and information resources; provide the most cost effective and efficient administrative mechanism for providing necessary services and materials to federal libraries and information centers; and serve as a forum for discussion of federal library and information policies, programs and procedures, to help inform Congress, federal agencies and others concerned with libraries and information centers.

FEDLINK's Advisory Board (FAB) focused its bimonthly meetings on a variety of broad federal information issues including strategic sourcing and the Library of the United States Project; FEDLINK's research agenda; federal science, technology, engineering, and medicine (STEM) collections; access to federally-funded scientific research; the National Digital Stewardship Alliance (NDSA); and support of American Indian Libraries. The FAB also created two new working groups for the organization: The American Indian Libraries Working Group and the Research and Metrics Working Group.

The governing body structure of FEDLINK includes a number of committees, working groups and ad hoc committees that all completed an ambitious agenda in fiscal 2014. Notably, the Education Working Group finalized the third edition of the *Handbook of Federal Librarianship* for release in early fiscal year 2015, and the Preservation Working Group presented to the National Digital Stewardship Alliance on digital preservation standards and practices. The FEDGrey Working Group hosted Stefania Biagioni and Carlo Carlesi from ISTI-CNR (Institute of Information Science and Technologies of National Research Council of Italy), Italy via iCohere for a presentation "Guide to Good Practice in Grey Literature."

The Awards Committee announced the following awards: 2013 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): Information Services Office (ISO), National Institute of Standards and Technology (NIST), Gaithersburg, Maryland; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Joint Base Librar-e and Resource Commons (JB LRC) of the 87th Force Support Squadron, Joint Base McGuire-Dix-Lakehurst, New Jersey; and the 2014 Federal Library Technician of the Year Brandan Carroll, Library Technician, Veterans Health Administration / Veterans Integrated Service Network 1 (VISN1), Bedford, Massachusetts.

The Human Resources Working Group (HRWG) released its Federal Librarian Professional Development Roadmap. This Lib Guide assists library professionals with their career development; it is organized according to the Federal Librarian Competencies developed by the working group in 2011.

In fiscal year 2014, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers. New resources for fiscal year 2014 included expanding the *Handbook of Federal Librarianship* (Third Edition), the FEDLINK Strategic Sourcing page and a number of research documents.

FEDLINK continued to enhance its fiscal operations while providing its members with \$83.3 million in Transfer Pay services, \$7.5 million in Direct Pay services, and an estimated \$68.4 million in the Direct Express services, saving federal agencies more than \$30.1 million in vendor volume discounts and approximately \$42.4 million more in cost avoidance.

FEDLINK staff highlighted services at national conferences such as the American Library Association (ALA), Computers in Libraries, National Contracts Management Association World Congress, and the Government Contracts Management Symposium. Staff also represented FEDLINK at regional events such as the House of Representatives Subscription Fair and the Federal Communication Commission Information Fair. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) in tracking activities affecting federal libraries and by hosting programs at the annual conference on working in a federal library and on best practices for library internships. Staff members also participated in additional national conferences, workshops, and meetings, including CENDI, Computers in Libraries, FOSE, and the national Digital Preservation Conference. FEDLINK representatives also attended regular meetings of the Office of Management and Budget's (OMB's) Strategic Sourcing Leadership Council and worked with OMB to improve usability of their OMB Max tool for procurement-related data gathering and analysis.

FEDLINK gave federal agencies cost-effective access to automated information retrieval services for online research, cataloging, and resource sharing. FEDLINK members procured print serials, electronic journals, books and other publications, document delivery, online language learning systems, digitization, preservation and other library support services via Library of Congress/FEDLINK contracts with approximately 150 companies. The program obtained further discounts through consortia and enterprise-wide licenses for journals, aggregated information retrieval services, and electronic books.

FEDLINK issued many Requests for Proposals (RFPs) and Requests for Quotes (RFQs). An RFP "open season" established new agreements for preservation and conservation services with six companies, bringing the total to 27 vendors, and expanding the range of services available. Two other "open season" RFPs added a serials subscription agent and several information retrieval vendors. FEDLINK awarded a contract for Interlibrary Loan Fee Management and renewed option years for staffing support and bibliographic resources. In total, FEDLINK issued 40 RFQs for agencies' requirements for these services.

FEDLINK Executive Report

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The mission of the FEDLINK American Indian Libraries Working Group is to support the consortial work of agencies who are responding to the call of Presidential Executive Order 13592 (December 02, 2011), to “increase the capacity of educational agencies and institutions, including our Nation’s public schools and Tribal Colleges and Universities, to deliver high-quality education and related social services to all American Indian and Alaskan Native students,” The FEDLINK American Indian Libraries Working Group will form a standing working group on American Indian Libraries and work tangentially with the Library of Congress/Library Services Ad Hoc Committee to form an American Indian Library Initiative (AILI) that spans efforts by both the Library of Congress and FEDLINK’s member agencies and organizations. FEDLINK’s working group will develop strategic goals to support its member agencies in their effort to:

- Build an information culture among all levels from local to local and from local to national;
- Create a clearinghouse of resources among participants;
- Identify federal efforts to support American Indian Libraries in their preservation, digitization, cataloging, and reference services efforts;
- Integrate event and training opportunities on core information competencies;
- Promote existing federal resources in legal and STEM knowledge collections of value to American Indian libraries.

The FEDLINK Research and Metrics Working Group is a standing working group organized primarily to serve as an advisory group in support of FEDLINK’s Research Agenda. Research coordination across the federal enterprise is essential to making sound, smart investments with the resources available. To that end, FEDLINK, in collaboration with its members and other national organizations, investigates current trends and issues facing the information community. With relevant metrics, data sets, analysis, training, and education, FEDLINK ensures that federal libraries and information centers nationwide have the expertise and other resources necessary to make critical decisions about their services and programs. FEDLINK’s Research and Metrics Working Group has six areas as priorities for research: Demonstrating Value, Collections Management, Information Marketplace, Information Technology, Management Tools, and Cross Cutting Areas. In addition to advising on the biennial Federal Library Census, the working group also supports FEDLINK’s Research Agenda in the following areas:

- Identifying trends among members, vendors, and information science thought leaders;
- Identifying priorities for research and inviting collaboration;
- Creating a research agenda based on identified trends and priorities;
- Conducting research consistent with these priorities and agenda; and
- Providing the federal community and larger library and information science community with useful research and information.

FEDLINK held two expositions in fiscal year 2014. The Fall Expo featured “Accessing Information in a Changing Federal Environment” in November 2013. In the spring of 2013, the second FEDLINK Expo, “Developing an Information Culture in Federal Agencies: Training for Today’s Knowledge Navigator,” completed the goal of FEDLINK hosting semiannual expositions.

The Strategic Sourcing Initiative continued throughout the fiscal year with research reports on federal spending on information and efforts with OMB and GSA to develop further strategic sourcing of information resources for federal agencies.

FEDLINK Working Group Highlights

FEDLINK Awards Working Group

To honor the many innovative ways federal libraries, librarians, and library technicians fulfill the information demands of government, business, research, scholarly communities and the American public, the Awards Committee administered a series of national awards for federal librarianship.

The award winners for the fiscal year 2013 Award, awarded in fiscal year 2014, are listed below.

2013 Federal Library/Information Center of the Year

Large Library/Information Center (with a staff of 11 or more federal and/or contract employees): Information Services Office (ISO), National Institute of Standards and Technology (NIST), Gaithersburg, Md., is recognized for its leadership role in supporting and enhancing the research activities of the NIST scientific and technological community through a comprehensive program of knowledge management. In response to the Office of Science and Technology Policy memorandum on public access to publications and data, ISO developed a NIST roadmap of methods and best practices for making NIST's research results—including a legacy collection of agency technical publications—visible and accessible to researchers worldwide. Staff members also created a data dictionary, evaluated data asset management tools, developed outreach strategies to engage researchers in data management activities, and established a development area for NIST scientists to experiment with tools. The repurposed corner of the Information Commons houses new self-service equipment – data visualization tools, a 3-D scanner and 3-D printers. Staff members also implemented a new business model to improve rapid access to licensed content that reduced costs and staffing commitments.

Small Library/Information Center (with a staff of 10 or fewer federal and/or contract employees): Joint Base Librar-e and Resource Commons (JB LRC) of the 87th Force Support Squadron, Joint Base McGuire-Dix-Lakehurst, N.J., is recognized for providing access to high-quality information and materials for service members, civilians and the community in support of mission readiness, academic development and quality of life. The JB LRC combined a complete library transformation and massive technology refresh to improve the lives of 118,335 patrons who serve and have served the military. The staff reformed its 18,000 square-foot space by streamlining 30,000 items and reconfiguring shelving to improve operational efficiencies, service visibility, and traffic flow. Eighteen new ADA-compliant computer stations were procured and installed for wounded warriors. In collaboration with seven educational institutions, the JB LRC established a joint base volunteer tutoring network to offer research assistance for patrons requiring critical academic support. Finally, in the aftermath of Hurricane Sandy, the facility suffered flooding which affected shelving, furniture, library materials and library technology. The staff modified its space to accommodate use as a Federal Emergency Management Agency

control center for 16 days, all while maintaining regular service hours and making repairs and maintenance to JB LRC furnishings and materials.

2013 Federal Library Technician of the Year

Brandan Carroll, Library Technician, Veterans Health Administration / Veterans Integrated Service Network 1 (VISN1), Bedford, Mass., is recognized for exceptional technical competency and commitment to service excellence. Carroll has also demonstrated an outstanding ability with new technology to improve VISN1 library services, to create new offerings for patrons, and to empower colleagues to improve work processes. He established and activated 120 e-journal subscriptions from content providers' sites for VISN-wide access. In addition, in a cross-departmental effort to increase awareness of library e-resources, Carroll developed a training program and resources guide for VISN1 regional program staff. He also was instrumental in the organization and implementation of the VISN1 Knowledge Information Service Strategic Plan. Throughout fiscal year 2013, he consistently and diligently demonstrated leadership and creativity in conceiving and implementing innovative ideas.

FEDLINK Education Working Group

During fiscal year 2014, the FEDLINK Education Working Group, in concert with other FEDLINK working groups, sponsored seminars, workshops, and brokered conferences for more than 1,200 members of the federal library and information center community. The working group also sponsored sessions at both FEDLINK Expositions on eBooks and the Library of the United States Program. The working group also sponsored a series of orientations to libraries and information centers to provide the opportunity for federal librarians to become acquainted with a variety of institutions and collections in the Washington, DC, area: National Library of Education, the U.S. Supreme Court, Department of Justice Library, Martin Luther King Library, and Holocaust Museum Library.

FEDLINK FedGrey Working Group

The FedGrey Working Group focused its efforts on contributions to the FEDLINK Expositions. At the Spring 2014 Expo, the working group focused on "Guide to Good Practice in Grey Literature: A Community Driven Open Resource Project, and hosted Stefania Biagioni and Carlo Carlesi from ISTI-CNR (Institute of Information Science and Technologies of National Research Council of Italy), Italy via iCoHere for a presentation "Guide to Good Practice in Grey Literature." At the Fall Expo, the working group sponsored "GreyMatters! Expand your World View: Conversation about the International Conference Series on Grey Literature." Members of the FEDGrey Working Group also participated in the Rocky Mountain Chapter of the Special Libraries Association for the Virtual Lunch webinar series on important tools and techniques for finding grey literature sci-tech resources.

FEDLINK Human Resources Working Group

The Human Resources Working Group (HRWG) released its Federal Librarian Professional Development Roadmap. The Lib Guide is designed to assist library professionals with their career development and is organized according to the Federal Librarian Competencies developed by the working group in 2011. Librarians may look at a particular competency and find resources, training, and information to assist them with developing the competency. The HRWG

also hosted a workshop on Succession Planning at the FEDLINK Spring Expo. The presenters outlined how the information culture can be a strategic asset when the library considers all of the processes it can put in place to ensure development of its future leaders. Succession planning is one method of examining the current workforce to better address the changing workforce environment and put staff development and other programs in place.

FEDLINK Preservation Working Group

The Library of Congress Preservation Directorate, the FEDLINK Preservation Working Group, and the Federal Library Safety Net, a voluntary federal library network for disaster response, regularly collaborate to present disaster planning and response educational opportunities. The FEDLINK Preservation Working Group sponsored two programs in conjunction with the Spring FEDLINK Exposition. On May 13, Mary Oey, Library of Congress Preservation Directorate, presented a program on preservation activities at the Library of Congress. In May, Library of Congress staff representatives of the National Digital Stewardship Alliance presented an update on digital preservation standards and practices.

FEDLINK Library Technicians Working Group

The working group presented a number of programs to the library technicians' community including the five-day Technicians Institute and a brownbag session on customer service. Training featured discussion on continuing education, cross training, technology developments, and individual development planning. The institute featured a variety of speakers on the subjects of federal contracting, acquisitions, preservation, disaster preparedness, budgeting and career development.

FEDLINK Publications and Education Office

In fiscal year 2014, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers.

FEDLINK continued to develop targeted resources to support the FEDLINK program, including strategic sourcing communications, development of supporting materials for both exposition programs and working group events. FEDLINK produced the minutes of the FEDLINK Advisory Board meetings, and all FEDLINK program promotional and support materials.

FEDLINK staff members continued to convert all publications, announcements, alerts, member materials, meeting minutes, and working group resources into accessible PDF formats and created new graphics for exhibits. New resources for fiscal year 2014 included expanding the *Handbook of Federal Librarianship* (Third Edition), the Strategic Sourcing page and a number of research documents. Staff members worked on quality assurance efforts with Library Services and the Office of Strategic Initiatives, enhanced, and expanded the site via an inter-unit Web team of content, design, editorial and technical personnel. FEDLINK staff members also supported photographic coverage of all FEDLINK programs and offsite tours.

FEDLINK supported distance-learning offerings by using Web conferencing software for a number of its free events and routinely incorporated electronic versions of PowerPoint and other presentation materials to enhance access to the resources available at educational programs.

In conjunction with the Education Working Group and other working groups, FEDLINK offered 21 seminars, workshops, brokered conferences, and lunchtime discussions to more than 1,200 members of the federal library and information center community. FEDLINK staff also hosted a variety of vendor sessions with more than 100 attendees. FEDLINK also provided organizational, promotional, and logistical support for FEDLINK meetings and events.

FEDLINK Network Operations

In fiscal year 2014, FEDLINK continued to provide federal agencies with cost-effective access to an array of automated information resources for online research and support for federal library functions. FEDLINK members procured an array of publications in various formats: print and electronic journals; print and electronic books; sound recordings; audio-visual materials; items via document delivery and interlibrary loan; and access to databases of full text, indices, abstracts, and a variety of other data. Federal libraries obtained support for many functions such as acquisitions, cataloging and related technical processing services, staffing support, information management, resource sharing, copyright royalty payment, information industry market research and library services benchmarking, integrated library systems, digitization, digital archiving, preservation and conservation services via Library of Congress/FEDLINK contracts with more than 150 information vendors.

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FEDLINK renewed approximately 140 contracts and agreements, including a contract to support CENDI, an interagency working group of senior scientific and technical information (STI) managers from 14 U.S. federal agencies representing 97 percent of the federal research and development budget, and an Interagency Agreement with Department of Energy to support Science.gov.

FEDLINK continued work with the Office of Management and Budget (OMB) and the General Services Administration (GSA) to develop further strategic sourcing of information resources for federal agencies. FEDLINK incorporated input from its governing bodies, the vendor community, OMB and GSA into the Request for Proposals (RFP) issued in the spring with awards made for fiscal years 2014-2018 acquisitions. FEDLINK representatives also worked with OMB to improve usability of their OMB Max tool for procurement-related data gathering and analysis and developed a FEDLINK section for StrategicSourcing.gov.

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Federal Communications Commission Information Fair. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) in tracking activities affecting federal libraries and in hosting programs at the annual conference on working in a federal library and on best practices for library internships. Staff members also participated in additional national conferences, workshops, and meetings, including CENDI, Computers in Libraries, FOSE, and the national Digital Preservation Conference.

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Throughout fiscal year 2014, FEDLINK worked on both its performance standards and the criteria for its Balanced Scorecard Dashboard. By the end of the year, staff members established all criteria and began developing measurement tools for each item. FEDLINK will review and implement new tools for auditing vendor Direct Express Transactions.

FEDLINK Fees

The final budget for fiscal year 2015 held membership fees steady for transfer pay customers to 6 percent on amounts exceeding \$100,000; 6.75 percent below \$100,000 and 4 percent on amounts equal to or exceeding \$1,000,000. Direct pay fees remained at fiscal year 2009 levels, as did Direct Express fees of 0.75 percent for all participating commercial online information services vendors.

Accounts Receivable and Member Services

FEDLINK processed registrations from federal libraries, information centers, and other federal offices for a total of 349 signed Interagency Agreements (IAAs) and more than 800 IAA amendments for agencies that added, adjusted, or ended service funding. FEDLINK executed service requests by generating 2,803 delivery orders that the Library of Congress/Office of Contracts and Grants Management issued to vendors.

Accounts Payable Services

Staff members efficiently processed vendor invoices and earned \$7,658 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK continued to maintain open accounts for three prior years to pay publications service invoices for members using books and serials services. FEDLINK completed the closing of the fiscal year 2009. Statements are issued to members for the current year and prior years.

Direct Express Services

The FEDLINK Direct Express Program now includes 92 vendors offering database retrieval services. The program is set up to provide customers procurement and payment options similar to GSA in which the vendors pay a quarterly service fee to FEDLINK based on customer billings for usage.

Budget, Revenue and Risks Reserves

In fiscal year 2014, FEDLINK Fee Revenue from signed IAAs was approximately \$63,235 lower than fiscal year 2013. The expenditures for fiscal 2014 were slightly higher due to system implementation and improvement. FEDLINK's Reserve requirement for fiscal 2014 continues to be met. The program hold reserves for: 1) mandatory requirements for shutdown and bankruptcy risks; 2) continuity of operations requirements for mission essential systems; and 3) compliance risk mitigation initiatives.